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Dated: April 15, 2004      Signature: Tia B. Zimmerman  
(Tia B. Zimmerman)

4/19/04

GP.3623

Docket No.: 426882000700  
(PATENT)

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Francis A. PERRAS Jr. et al.

Application No.: 09/916,132

Art Unit: 3623

Filed: July 25, 2001

Examiner: S. Diaz

For: AUTOMATED TOOL SET FOR IMPROVING  
OPERATIONS IN AN ECOMMERCE  
BUSINESS

**RECEIVED**  
APR 22 2004  
**GROUP 3600**

**AMENDMENT IN RESPONSE TO NON-FINAL OFFICE ACTION**

MS Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**INTRODUCTORY COMMENTS**

This is in response to the non-final Office Action dated January 20, 2004 (Paper No. 10), for which a response is due on April 20, 2004. Accordingly, this response is timely filed. Reconsideration and allowance of the pending claims, as amended, in light of the remarks presented herein are respectfully requested.

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 3 of this paper.

**Remarks/Arguments** begin on page 10 of this paper.